

**BETH C. KINCAID, MED, NCC, LCMHC, PLLC**

**301 SOUTH ELM STREET, SUITE 311**

**GREENSBORO, NORTH CAROLINA 27401**

**PHONE (336)450-0606 FAX (336)450-1596**

[www.BethCKincaid.com](http://www.BethCKincaid.com)

**MENTAL HEALTH CLIENT RIGHTS AND RESPONSIBILITIES**

You have the right to:

1. Be treated with dignity and respect for your privacy.

2. Receive services that are suitable for your culture.

3. Have an independent advocate (representative) that you chose.

4. Get information on your treatment choices in a way that you can understand.

5. Have a service plan which you help to write, and get a copy.

6. Take part in decisions about your health care, including the right to refuse treatment, except as provided by law.

7. Have a medical professional explain the benefits, risks and side effects of any medication prescribed. 8. Receive services in the least restrictive, suitable setting subject to available funding.

9. Review or ask for a copy of your medical records, and ask that they be amended (changed) or corrected.

10. Have your record and the information you give in therapy sessions kept confidential (private). Exceptions in the Health Insurance Portability and Accountability Act (HIPAA) Privacy Notice and state and federal laws include: a. You are a danger to yourself or others. b. You are gravely disabled (unable to care for yourself). c. In cases of child abuse or suspected child abuse.

11. Give an opinion about Mental Health Partners (MHP) or Foothills Behavioral Health Partners (FBHP) or its providers to the state or federal government or to the media without it causing any adverse (bad) effects on how we provide services.

12. Be free from any of restraint or seclusion (isolation). These cannot be used to force you to do something, to discipline you, to retaliate (react) against you, or for the convenience of the provider.

13. Get help understanding your rights and filing a grievance (complaint) or appeal.

14. File a grievance (complaint) about any part of your services.

15. Be free to exercise (use) all rights. MHP, FBHP, its providers, or the state cannot treat you differently because you exercise your rights.

16. Know that sexual intimacy in a professional relationship is never appropriate. You should report it to the state Grievance Board. You can reach them at 303 894-7788, or 1560 Broadway, Suite 1340, Denver, CO 80202.

Medicaid consumers have these additional rights:

17. Receive interpreter services at no cost if you have problems communicating or do not speak English.

18. Have information on mental health benefits and how to get them.

19. Be given a choice of providers within the FBHP provider network and to ask that a provider join the network.

20. Receive prompt (quick) notice that your services have ended or about changes in your services or providers.

21. Get a second opinion at no cost to you.

22. Receive medically necessary mental health services according to federal regulations.

23. Appeal the denial or reduction (lowering) in the type or level of service that you request or that is provided to you.

You have the responsibility to:

1. Be involved in writing your service plan.

2. Tell your provider if you do not understand or do not agree with the plan.

3. Give your treatment team all of the information they need so that all of you can make the best decisions about your care.

4. Arrive on time for appointments.

5. If you cannot make an appointment, call ahead of time and set up another appointment.

6. Treat staff and other consumers with the same courtesy you expect.

If you have any questions or complaints about your rights, contact the Disability Rights North Carolina office at 1-877-235-4210 or ‘www.disabilityrightsnc.org’. If you have Medicaid you may also contact your local mental health organization, Sandhills Center, at 1-800-246-2452 or ‘www.SandhillsCenter.Org’ or your NC state offices, NC DHHS, at 1-919-855-4800.

If you have a complaint about your protected health information under the **H**ealth **I**nsurance **P**ortability and **A**ccountability **A**ct (HIPAA), call Sandhills Center at 1-800-246-2452. Or write to: United States Department of Health and Human Services, Office for Civil Rights, 200 Independence Ave. S.W., Room 515F, Washington, D.C. 20201.